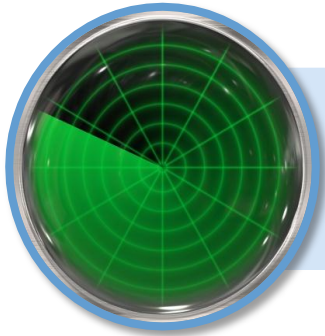


Minneapolis, MN 2013 Resident Survey

Prepared by:



Using Survey Results



Trends



Performance

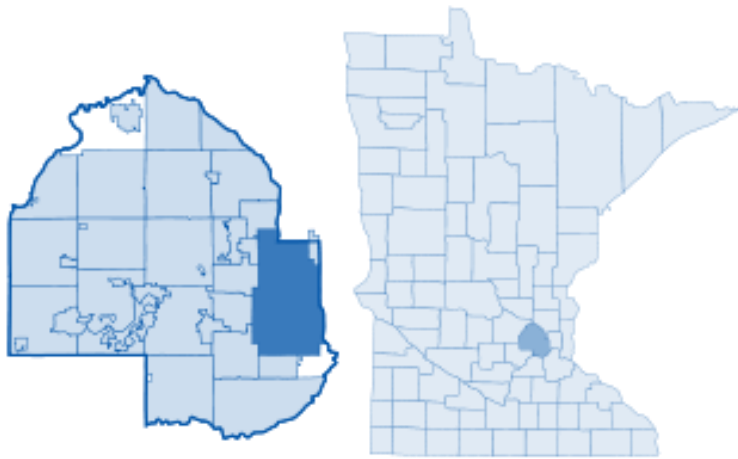


Planning



Benchmarks

Survey Methods



*City of Minneapolis
Hennepin County,
Minnesota*

- Telephone survey of 1,378
- 20% response rate
- Margin of error was +/- 3%
- Results weighted

Quality of Life & Community



Quality of Life Widely Revered and Improving

- *Safe*
- *Clean*
- *Affordable*
- *Proud*
- *Connected*



Neighborhoods Strong and Strengthening



Stores and services meeting needs



Neighbors look out for each other



Fewer plan to move away



Compared to 2001

Challenges in Coming 5 Years Grow Into Strengths



Public safety

Education

Transportation

Housing



Downtown Usage & Image

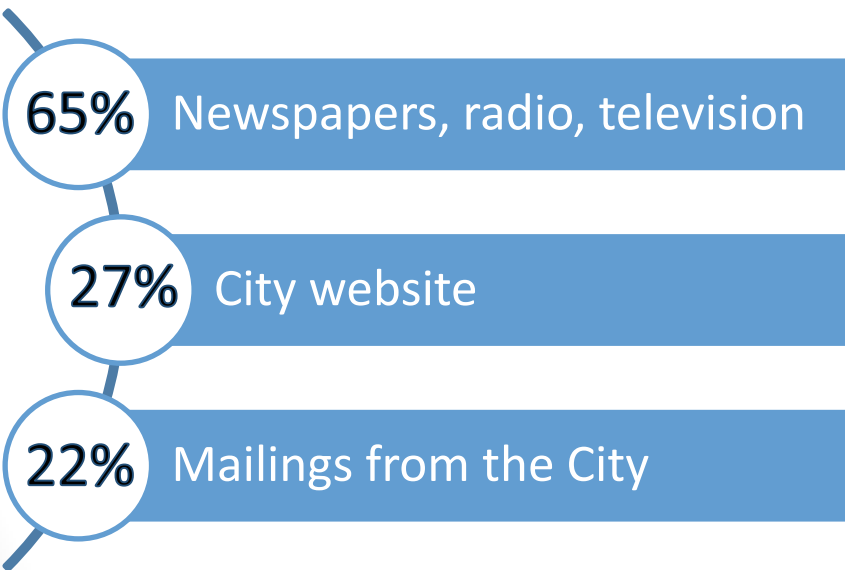


Almost Everyone Still Visits Downtown

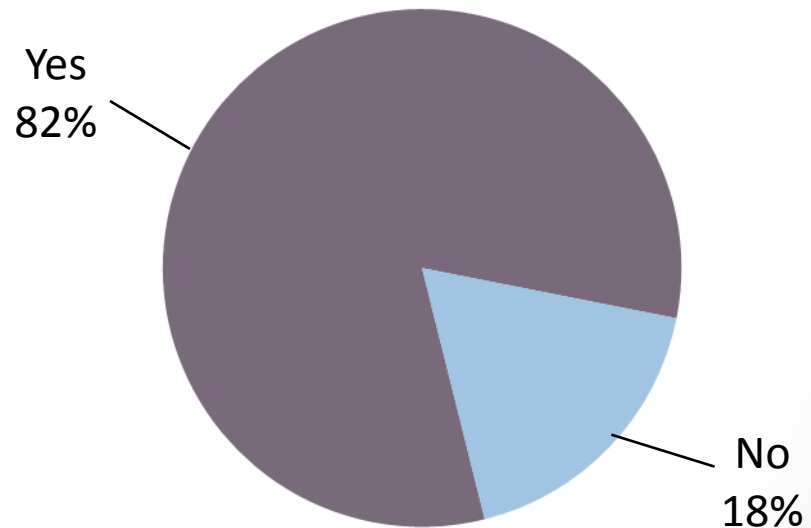
- *People feel safe*
- *Parking availability not the problem it once was*
- *Still, few downtown workers live there*

Most Residents Are Connected

How do you get City of Minneapolis government news and information?



Does household have a computer with Internet?



Snow Emergency Information Mostly from Local Broadcast Media and City Auto Dial

How do you find out that a snow emergency has been declared?

Radio or
television
49%

Automated phone
call from the City
44%

Newspapers
8%

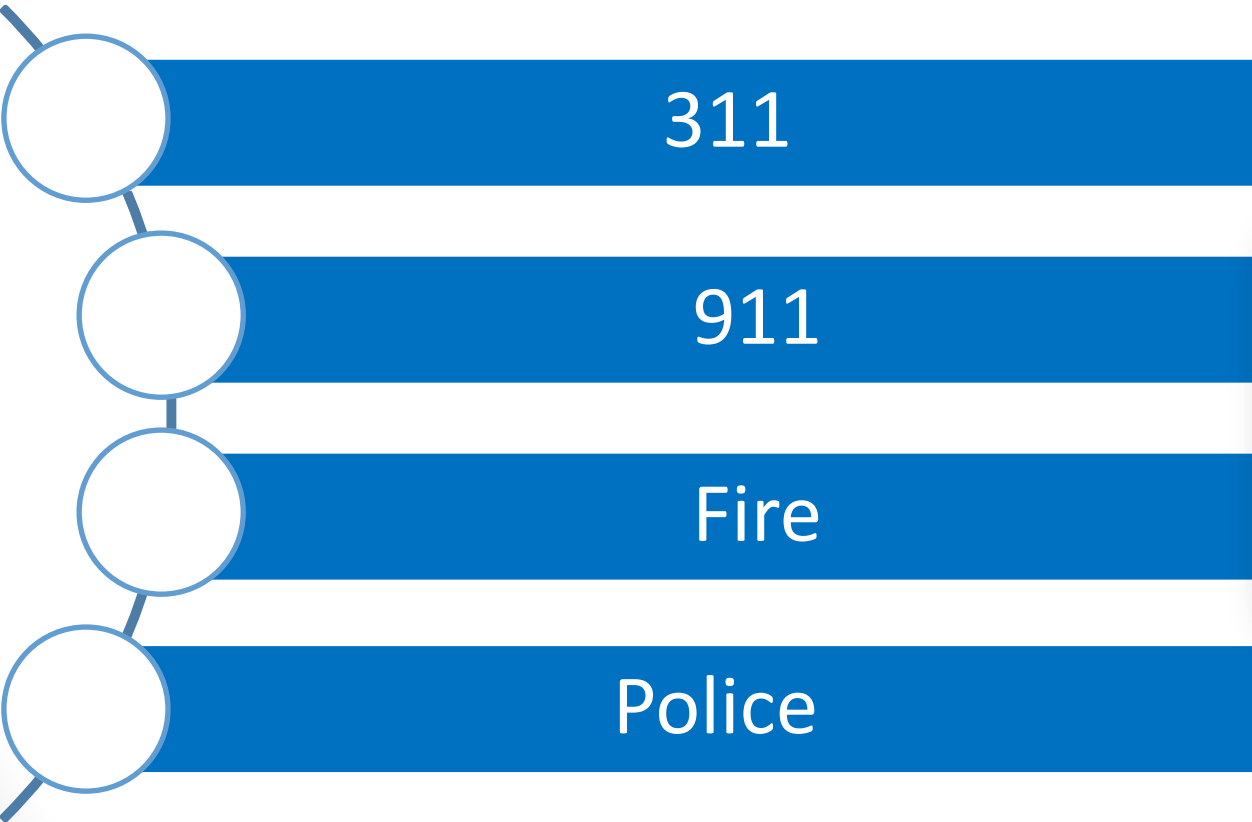
City Services & Education



Most Residents Know About 311

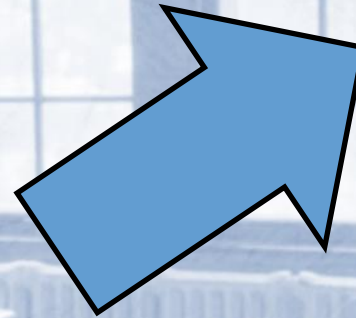


City Employees Performing Well

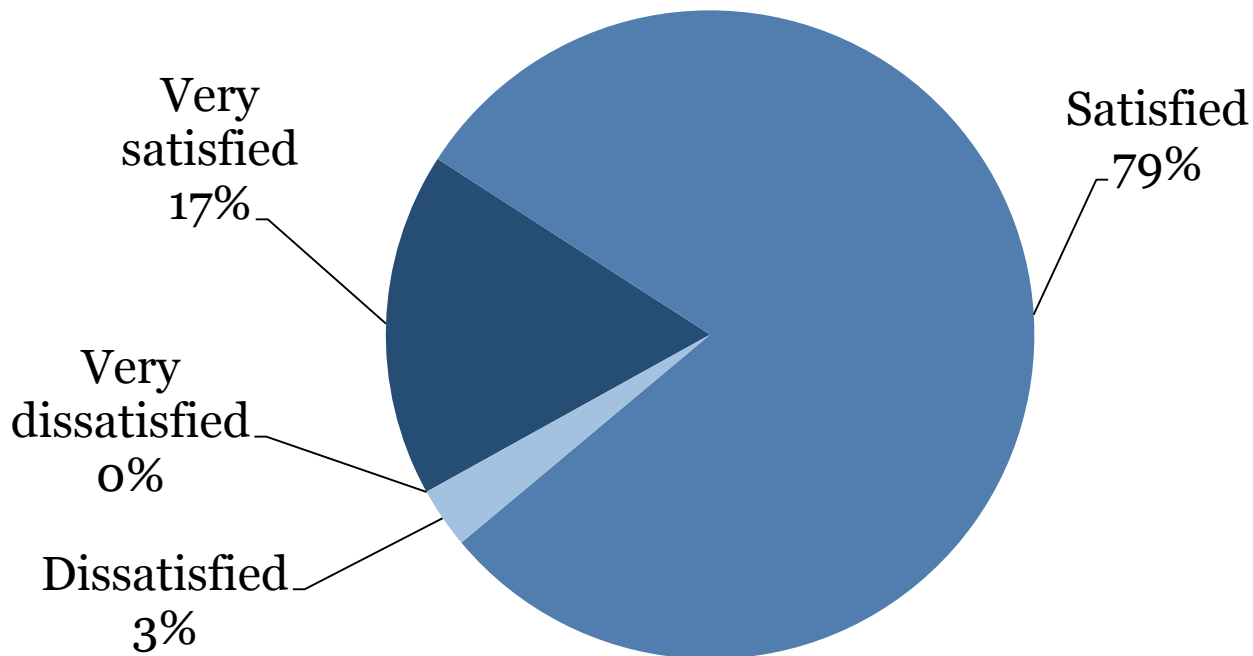


Public Schools Improving

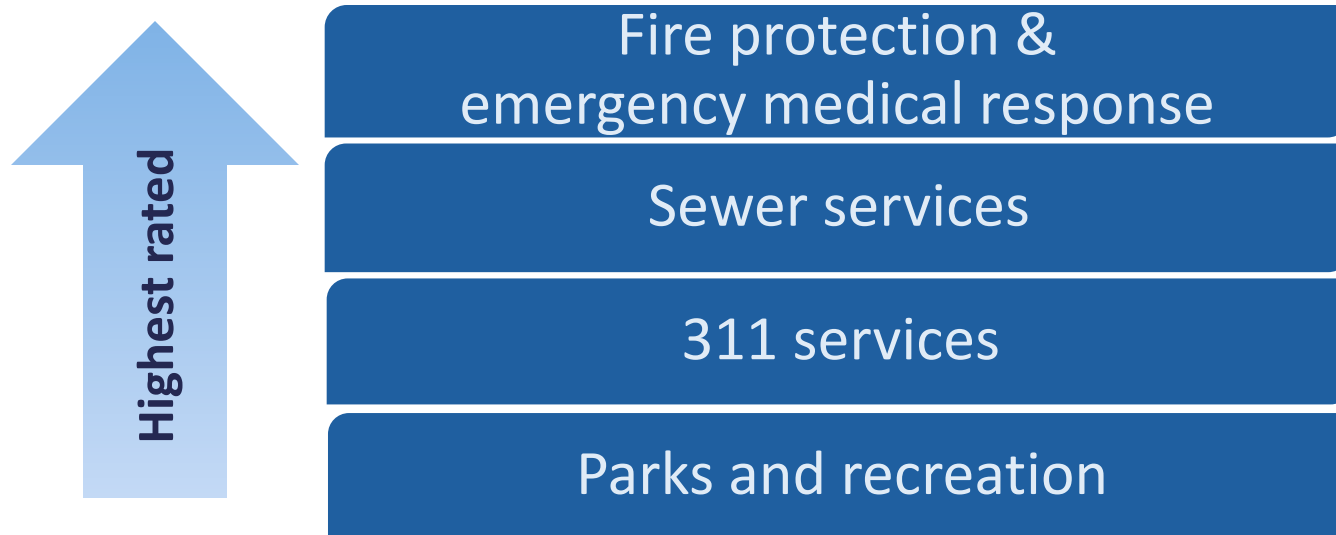
- K-12 quality rating
- Improvement rating



Almost Universal Satisfaction with Overall City Services



Most Individual City Services Strong and Stable



Some Lower Rated Services Improving



Protection of environment

Snow removal

Alley and street repair

Affordable housing development

Service Challenges

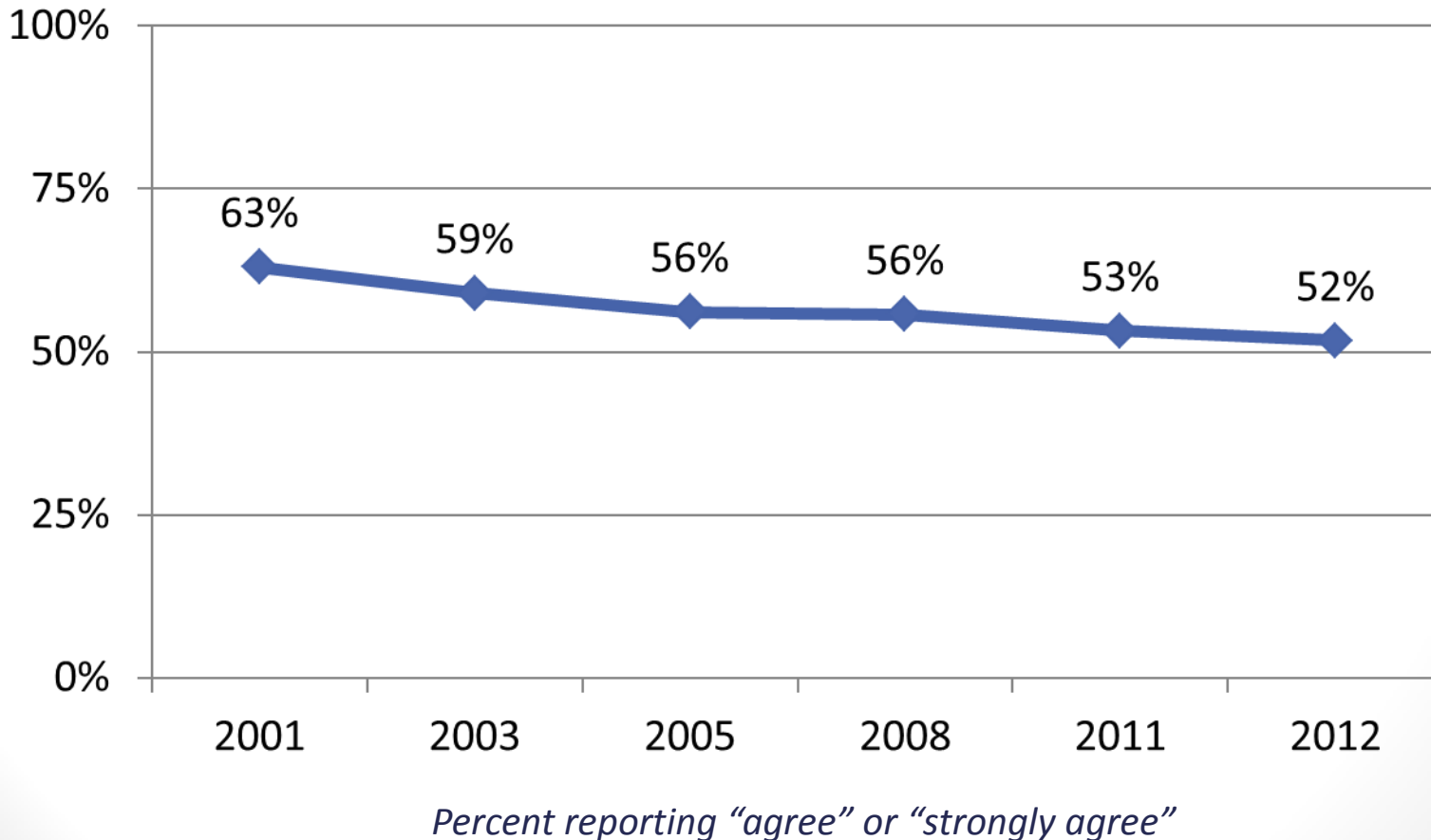
Snow removal

Traffic signal timing

Downtown revitalization

Support for Tax Increase Declining but Still Majority

To what extent do you agree or disagree that property taxes or fees should be increased to maintain or improve City services?



Community Engagement



Most Residents Prefer Comment over Active Participation

Most likely to

- Contact elected officials
- Contact neighborhood group
- Contact City staff
- Attend community meeting

Less likely to

- Work with group not connected to City
- Join advisory group

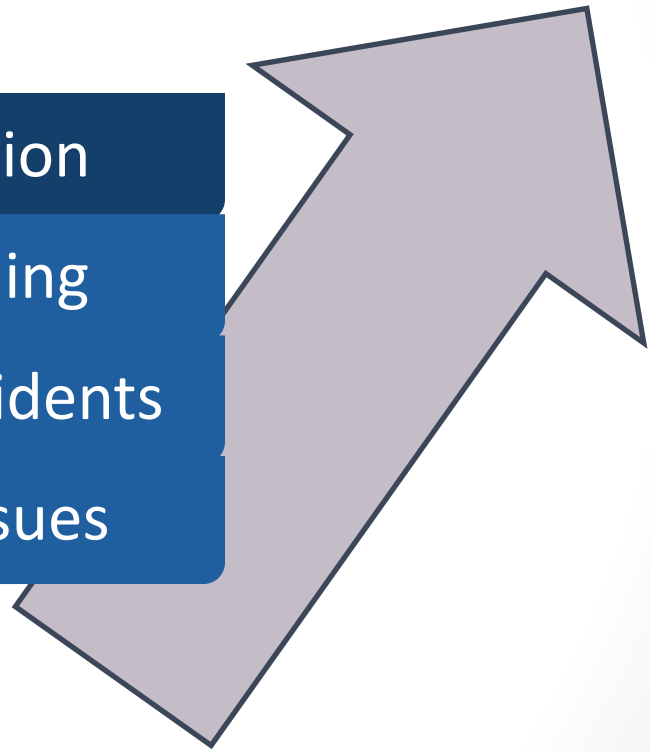
Minneapolis Governance Ratings Improving

Positive overall direction

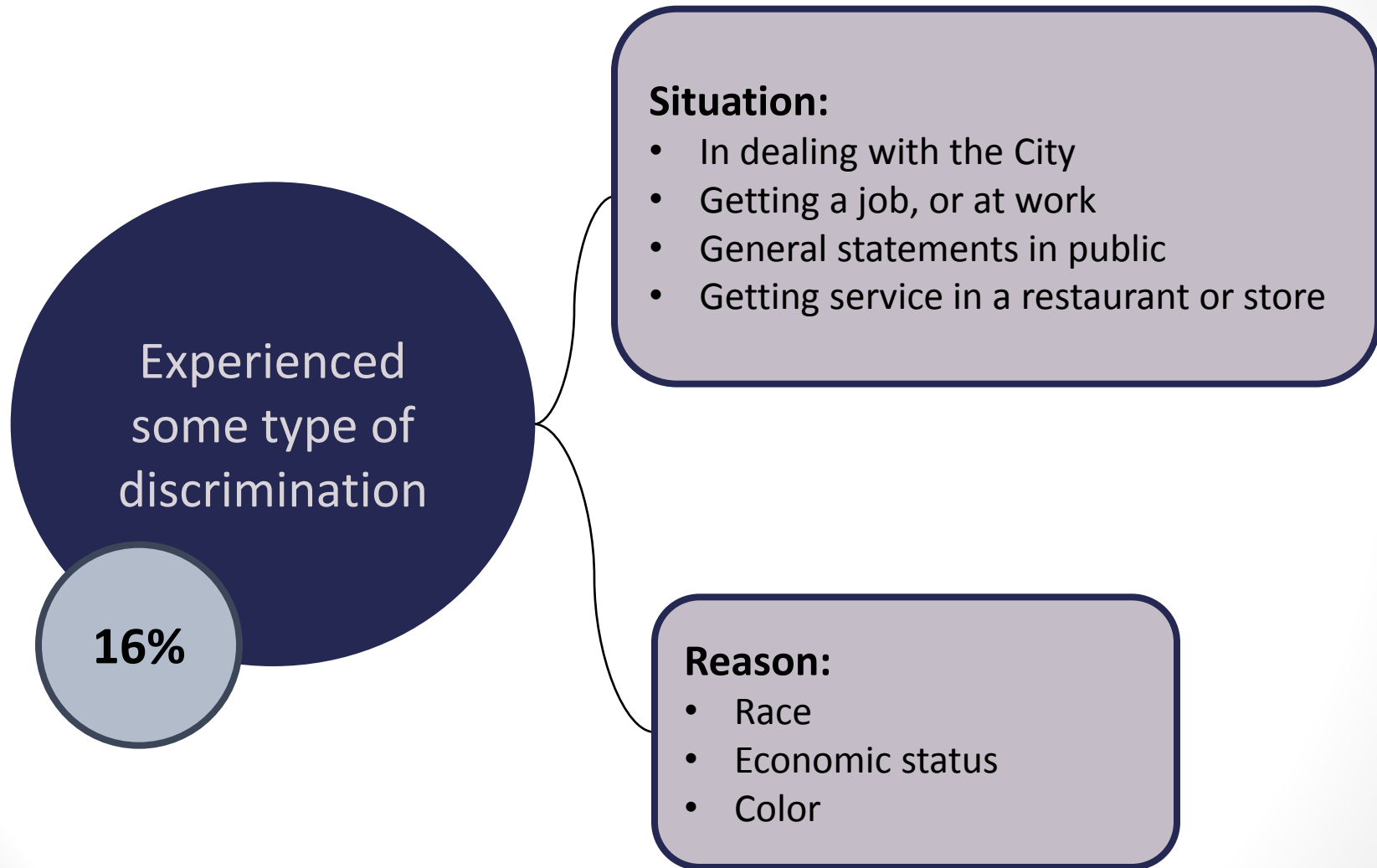
Effective future planning

Address needs of all residents

Informing on major issues



Discrimination



Summary: Strengths and Challenges

Highlights

Quality of life
and
community
direction

Affordability

Pride among
residents

Opportunities

Downtown
revitalization

Education

Traffic signal
timing and
snow removal

Thank you!

Tom Miller, Presenter
President

Tom@n-r-c.com

Laurie Urban, Project Manager
Senior Research Associate

Laurie@n-r-c.com

